

**CALIFORNIA BOARD OF ACCOUNTANCY**

2000 EVERGREEN STREET, SUITE 250

SACRAMENTO, CA 95815-3832

TELEPHONE: (916) 263-3680

FAX: (916) 263-3675

WEB ADDRESS: <http://www.dca.ca.gov/cba>**UPDATE ON LICENSING DIVISION'S CLIENT SERVICES UNIT*****Meeting Goals and Exceeding Expectations***

In Spring 2008, the California Board of Accountancy's (Board) Licensing Division announced the launch of its Client Services Unit. Since then, Client Services has taken great strides toward meeting its objective of enhancing the level of customer service currently provided by the Board.

An important first step was to gain insight into the Board's current level of service, a task achieved by the establishment of a new customer service survey recently made available on the Board's Web site.

In response to the Licensing Division's need for a more rapid response time to client communications, Client Services has developed a dynamic tracking system for monitoring client phone inquiries and Board responses.

The Client Services Unit continues to process a large volume of requests for certified Board records. Taking on this task has enabled the Initial Licensing Unit to reduce the processing timeframes for both CPA and Accountancy Firm licensing applications to less than the Board's original goal of 45 days. Furthermore, the Client Services Unit has designed a user-friendly form to be used by clients to request certified Board records, and has also begun the development of a new internal tracking system for these requests.

New Projects on the Horizon

In addition to the numerous ongoing endeavors the unit is handling, Client Services has also taken on several new projects aimed at the goal of improving the level of customer service offered by the Board, including:

- Exploring new options for accepting client address changes online via the Board's Web site
- Developing an informational handbook to assist individuals seeking information regarding Accountancy Firm licensure
- Implementing the recently-established comprehensive training program for staff new to the Board

As the Board is committed to providing an exceptional level of service to all clients, the Client Services Unit is available for contact through email, telephone, or fax as listed on the Board's [Contact Us](#) page. The Board will continue to keep you informed of the progress being made by the Client Services Unit.